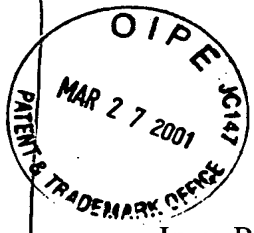


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J.H.  
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Patent  
Attorney's Docket No. 032151-013

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of ) BOX AF  
Charles WONG )  
Application No.: 09/356,327 ) Group Art Unit: 2162  
Filed: July 16, 1999 ) Examiner: Alvarez, R.  
For: INTEGRATED BUSINESS-TO- )  
BUSINESS WEB COMMERCE AND )  
BUSINESS AUTOMATION SYSTEM )

RESPONSE TO OFFICE ACTION

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

Responsive to the Office Action mailed December 26, 2000, please amend this application as follows:

In the Claims:

Please cancel claims 82-95, 109-113, 119-121, without prejudice.

Please amend claims 96, 98 and 124 as follows:

N.E.

96. (Amended) The method of Claim 97, wherein the customer-service/return record created is related to a pre-existing database record.

2 ~~98~~. (Amended) The method of Claim ~~97~~, wherein the customer-service/return record is categorized in accordance with types including multiple ones of the following types:  
under warranty part not required, under warranty part required, out of warranty part not required, out of warranty part required, mis-shipped, refused, lost or damaged with or

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